PURPOSE

Establish the policy for managing information technology (IT) assets assigned to employees, contractors, and partners of the Michigan Department of Health and Human Services (MDHHS).

DEFINITIONS

IT Assets

Any state-owned information, system or hardware that is used during business activity.

User Hardware

Computer and related components assigned to an employee, contractor, or partner to accomplish their work. This includes computer, monitor(s), docking station, mouse and keyboard, desk phone or soft phone (Jabber).

User Software

Software licensed to the department for use by employees, contractors, and partners to accomplish their work. This excludes software required for a system to operate.

POLICY

MDHHS employees, contractors, and partners have access to the IT assets needed to perform work activities and functions assigned to them while also responsibly managing the financial resources of the department.

MDHHS user hardware and user software standards are based on the standards established by the [Department of Management and Budget (DTMB).](#)

IT related equipment and peripheral devices (such as printers, desktop scanners, etc.) not defined in this policy as user hardware are the responsibility of the program area to manage, fund, and procure; see Bureau of Grants and Purchasing.

Employee, contractor and partner use of IT assets is covered by [DTMB 1340.00.130.02, Acceptable Use of Information Technology](#).

Computers are protected by a service protection plan. Repair requests are coordinated through the DTMB Help Desk. MDHHS does not assign loaner computers while a machine is being repaired. If a device is non-functional, the user will receive a replacement device while the original computer is repaired. The repaired computer will be added to the department's inventory for redeployment.

Refresh Cycles

Aging computers will be replaced on a four-year refresh cycle.

Other aging user hardware will be replaced as needed based on business justification and department need.

User software will be automatically renewed for as long as the employee, contractor, or partner is in their current position and the software is needed to support business needs.

Wireless Communication Devices will be refreshed no more than every two years to mitigate end-of-life security support.

PROCEDURE

MDHHS IT Asset Management (ITAM) is responsible for the management of the department's IT assets. MDHHS ITAM sets and maintains the standard user hardware for MDHHS and grants exceptions to the standards based on business need. The standards are published on the [IT Asset SharePoint site.](#)

Requests for user hardware or user software will be coordinated through the requestor's area IT Liaison.

The IT Liaison is responsible for gathering the required information and submitting requests through the DTMB Help Desk or MDHHS ITAM, based on the request type.

User hardware will be delivered to the IT Liaison's designated MDHHS office. The IT Liaison will coordinate and distribute user hardware to the employee, contractor, or partner.

Once the request is approved, instructions on how to install user software will be emailed to the employee, contractor, or partner.

EXCEPTIONS

Exceptions to this policy, and the standard user hardware will be handled on a case-by-case basis and requires approval from the program area's division director (17 level or above) and the division director of MDHHS ITAM.

REFERENCES

DTMB 1340.00.130.02 Acceptable Use of Information Technology.

DTMB Standard End-User Products (Includes Hardware and Software).

CONTACT

For additional information, contact MDHHS IT Asset Management at MDHHS-ITAssets@Michigan.gov.